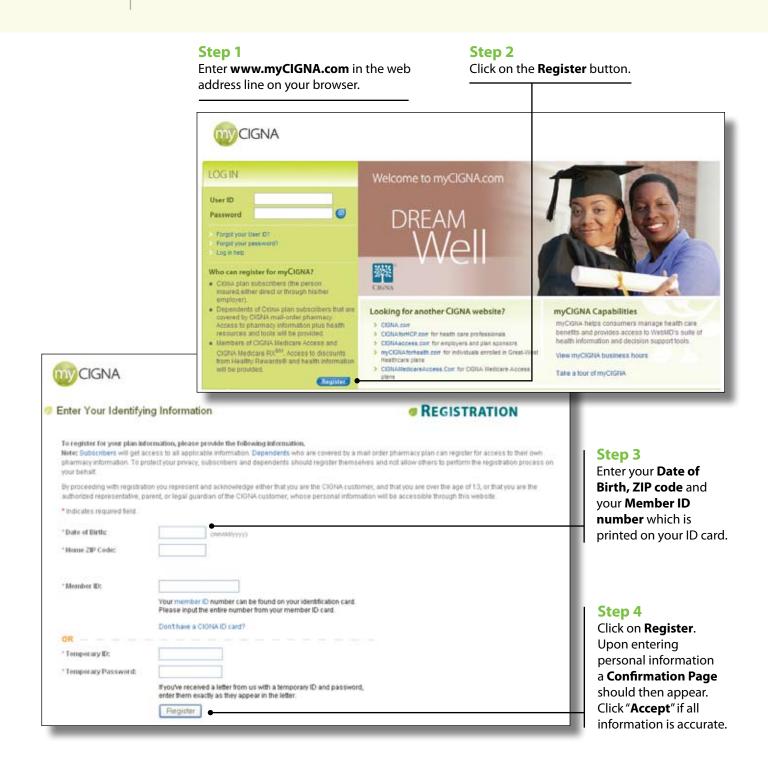


Getting to know

CIGNA

Nothing is more important than your good health. That's why there's **www.myClGNA.com** – your online home for assessment tools, plan management, medical updates and much more.



Visit myCIGNA - you can:

- Find personal plan and claim information.
- Print a temporary ID card or request a new one.
- Get health care information.
- Track total charges and what you pay out-of-pocket.
- Plan for health expenses.

That's not all. You can access quality and cost information for certain procedures, tests and surgeries to help you make more informed decisions about where to receive care.

Use this guide to help find important features to help you manage your health and make the most of your health plan.

Note: This guide is based on the experience of a typical user. Actual features may vary based on your plan and your individual security profile.

Getting to know



### Home

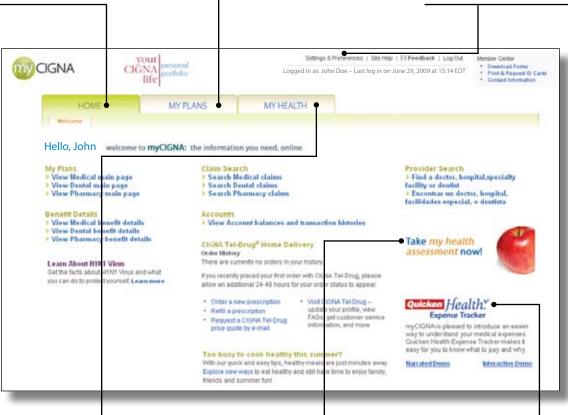
Upon log-in you'll land on your personal Welcome Page where you'll find quick links to the more popular online tools.

### My Plans

Where most of your coverage details are found.

## **Settings & Preferences**

Change your password, email address, default start page and preferences to things like email communication and your WebMD® health record.



## My Health

Take advantage of a wealth of health-related resources including:

- Cost and quality comparisons
- WebMD tools
- Health management information
- Healthwise® Knowledgebase medical encyclopedia
- my health assessment

### **Health Assessment**

Complete a confidential online questionnaire, and find personalized health and wellness recommendations.

### **Quicken Health Expense Tracker**

An online tool that lets you organize, manage and monitor all your medical expenses and information in one place.



#### **HIGHLIGHTS:**

- Perform key tasks related to your medical plan.
- Search for claims, view plan information.
- Access your plan-specific directory.
- Access additional resources including commonly asked questions, health assessment, and preventive health information.

Note: This guide is based on the experience of a typical user. Actual features may vary based on your plan and your individual security profile.

#### **Plan Summary**

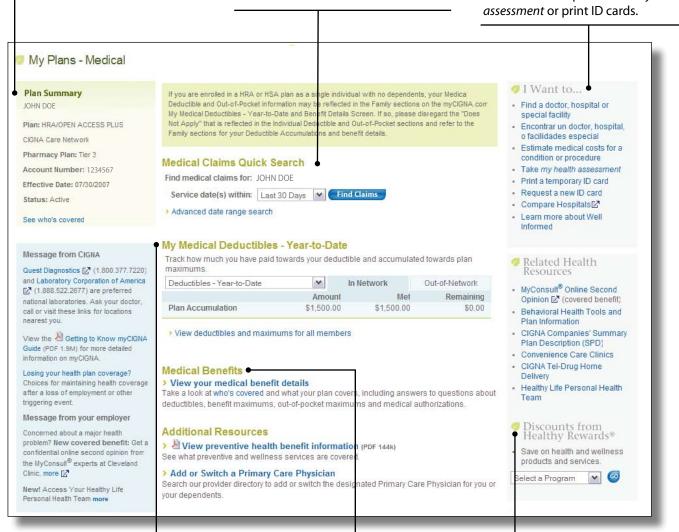
Find your plan information, including who's covered.

#### **Medical Claims Quick Search**

Search for claims for up to 365 days at a time. Claims are available for the past 24 months.

#### I Want to ...

Search for a hospital, doctor, dentist, pharmacy, lab or clinic. Compare doctors and hospitals. Take *my health assessment* or print ID cards.



## **My Medical Deductibles**

Track how much you pay toward your deductibles (the amount you pay) and accumulate toward plan maximums.

#### **Medical Benefits**

View a summary of your plan's coverage, including answers to questions about what you need to pay out-of-pocket.

## Discounts from Healthy Rewards®

Learn how you can save on health and wellness products and services.

- Find a dentist in the online directory.
- Easily track deductibles and plan maximums, when applicable.
- Estimate your dental costs before your visit.
- Print a dental ID card.
- Get the forms you need.

 Guage your risks for cavities and gum disease through dental risk assessments.

You can also get information on how to select a dentist. Access dental health information through WedMD Dental Health Resource Center, and more.

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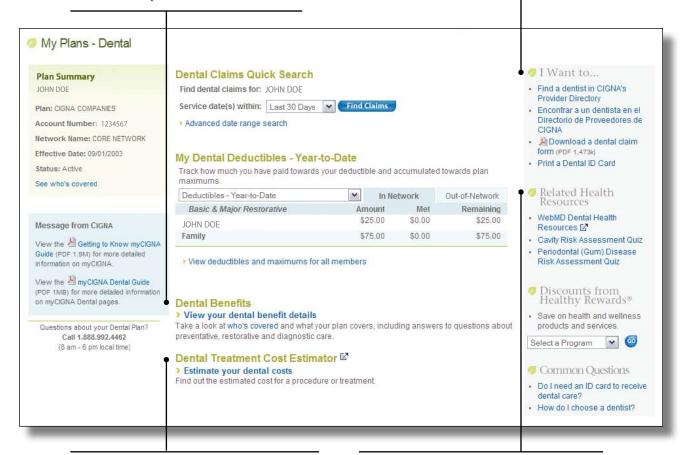


#### **Dental Benefits**

Find plan details and who's covered. Learn what preventive care services are covered by your plan. And get answers to your dental health questions.

#### I Want to ...

Find a dentist or specialist, download a form, or print a dental ID card.



### **Dental Treatment Cost Estimator**

Get an estimate of your dental costs before your next visit. You'll find cost information by ZIP code for procedures like teeth removal, biopsies of the mouth, and more.

#### **Related Health Resources**

Find dental health information from the WebMD Dental Health Resources Center. Take the Cavity and Periodontal Disease Risk Assessment quizzes to know your risks for cavities and gum disease including how to handle a dental emergency.



## **HIGHLIGHTS:**

- Search for claims.
- View plan information.
- Review real time drug pricing information based on your pharmacy plan.
- Order medications through CIGNA Home Delivery Pharmacy<sup>SM</sup>.
- Locate nearby pharmacies.

- Compare your medication with other drug options, including brand names, available generics and other low-cost drug alternatives.
- Confidentially submit questions to a pharmacist for answers you need.

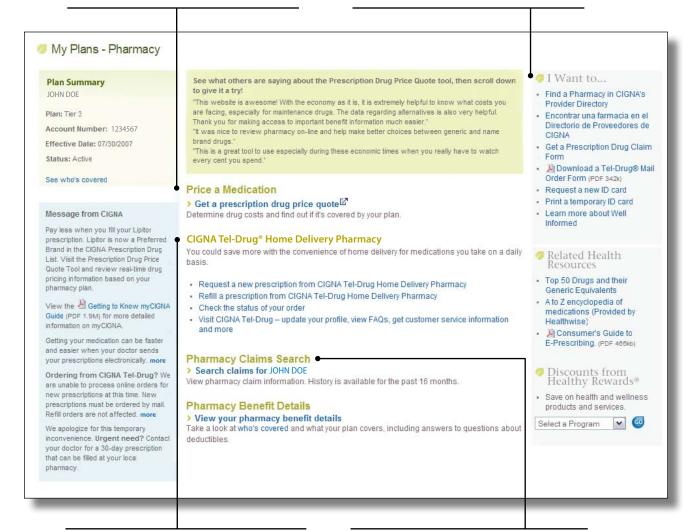
Note: This guide is based on the experience of a typical user. Actual features may vary based on your plan and your individual security profile.

#### **Price a Medication**

Compare costs of your prescription drugs at specific retail pharmacies and CIGNA Home Delivery Pharmacy.

#### I Want to ...

Find links to popular tasks, such as searching for a pharmacy, downloading a form and printing ID cards.



## **CIGNA Home Delivery Pharmacy**

Order a new prescription or refill an existing prescription through our convenient mailorder service. Take advantage of our lower costs and get a 90-day supply delivered to your door at no additional cost for delivery.

## **Pharmacy Claims Search**

Search for pharmacy claims for the primary plan subscriber for the past 16 months.

- View balances and transaction history for accounts specific to your plan such as a Health Reimbursement Account (HRA), Health Savings Account (HSA), Healthy Awards Account® or Flexible Spending Account (FSA).
- Find a list of services and expenses covered by your account(s).

Get detailed information on how your account(s) work.

Note: This guide is based on the experience of a typical user. Actual features may vary based on your plan and your individual security profile.

Getting to know

My CIGNA

## **My Accounts**

View your balances & transaction history for your account(s). Understand how your account(s) work.

#### I Want to ...

Find links to popular tasks, such as searching for a doctor or hospital, learning what your account covers or downloading a form.



## **My Awards Programs**

Learn about available programs and view completed programs.



## **HIGHLIGHTS:**

Visit myCIGNA - you can:

- Complete my health assessment.
- Compare hospitals for cost and quality.
- Seek health advice.
- Learn more about a particular condition or procedure.
- Get estimated costs for specific procedures.

Search the CIGNA 24-Hour Health Information Line<sup>5M</sup> and Healthwise<sup>®</sup> Medical Encyclopedia for information on hundreds of medical topics.

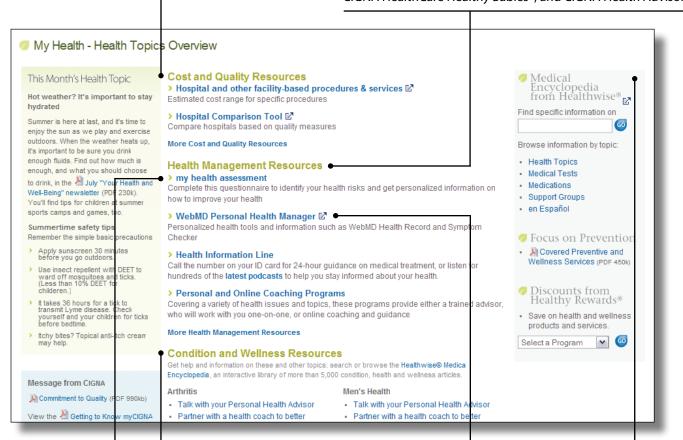
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## **Cost and Quality Resources**

Compare cost and quality between doctors and hospitals to help you decide where to receive care.

## **Health Management Resources**

Find information on CIGNA HealthCare resources that help you get healthy and stay healthy. Depending on your plan, these resources include the CIGNA 24-Hour Health Information Line, CIGNA HealthCare Healthy Babies®, and CIGNA Health Advisor®.



## my health assessment

Help improve your health by completing this secure online health questionnaire.

## **Condition and Wellness Resources**

Find support tools on a number of conditions. Learn how you can get healthy with our trained medical practitioners.

## WebMD Personal Health Manager

A suite of tools and health resources to better assess, track and manage your personal health.

## Medical Encyclopedia from Healthwise

Learn more about your condition, procedure or upcoming medical test. Find support groups or learn more about your medications.

## **Provider Directory**

#### HIGHLIGHTS:

- Find all participating CIGNA HealthCare doctors, hospitals, pharmacies, labs and clinics.
- Get to know the different tools that can help you find quality care at lower costs. Find out how choosing a CIGNA Care designated specialist can save you on out-of-pocket costs.
- Select common conditions or procedures to find providers and experience a complete and uninterrupted scenario of care.

Note: This guide is based on the experience of a typical user. Actual features may vary based on your plan and your individual security profile. Getting to know



#### **Type of Provider Search by Specialty** Search Find a doctor or hospital in your area. Look for a doctor or hospital Run your inquiry by City, State or Look for a Center of Excellence, or based on a procedure, symptom ZIP. Specify how far you are willing if your plan includes CIGNA Care, or condition. to travel. consider a specialist with the CIGNA Care designation. ttings & Preferences | Site Help | [+] Feedback | Log C Member Center vour Download Forms CIĞNA Logged in as: John Doe – Last log in on June 29, 2009 at 15:14 EDT ortfolio Print & Request ID Cards life Contact Information Provider Directory - Find a Provider Oregon residents: You may be eligible to get cost estimates for common procedures and services. You may Know before you go. Other Provider Estimate medical costs for send an email to customer service to see if you qualify. Directories your condition or procedure. Select the type of provider. Use the drop down list to narrow your search. CIGNA Certified Hospitals for Bariatric Surgery (PDF) CIGNA Certified Physician By Specialty 👃 💌 Family Practice Oncology Centers (PDF) Choose the distance you're willing to travel and then city and state OR zip code. CIGNA Certified Within 25 v miles of Hospice Centers (PDF) Dollars & Sense (PDF) VT Hospital Pricing and 06268 Financial Report Address City State Zip Code NEW: Try the new, more targeted search options. The provider directory Accepting New Patients **Board Certified** Gender selection categories will Yes No Preference O Male O Female O No Preference ○ Yes ● No Preference help you quickly locate a provider. Quest Diagnostics Secondary Language (1.800.377.7220) and No Preference Laboratory Corporation of America (1.888.522.2677) Do you want to search in: Your CIGNA HealthCare Network Out of Your Network explain this... are preferred national laboratories. Disclaimer



#### HIGHLIGHTS:

- Use our cost and quality tools to compare hospitals and doctors.
- Consider a CIGNA Care designated doctor when you need to see a specialist. The teal leaf symbol denotes participating doctors who meet or exceed specific quality care and costefficiency criteria for performance.
- Find hospitals designated as a CIGNA Center of Excellence and save on your out-of-pocket costs.
- Get cost savings tips to make the most of your health care dollars.

Note: This guide is based on the experience of a typical user. Actual features may vary based on your plan and your individual security profile.

## **Search and Compare Costs**

Experience an entire scenario of care. Learn about your condition, find a doctor or hospital, get prescription drug information and more. You don't have to log in and out between searches. Compare doctors and hospitals on cost and quality of care and make the most of your health care dollars.

## **Cost Savings Tips**

Learn additional ways to save on your out-of-pocket costs.



## **Compare Physician & Hospital Quality**

Compare doctors and hospitals in your area. You can find doctors with CIGNA Care designation or find a Center of Excellence hospital.

- Connect with the resources you need to make informed decisions about your health.
- Enroll in a program to improve your health and well-being.
- Get the facts about your health or condition for more control.
- Access an extensive range of highquality health and well-being services.
- Store your lab and claims data in one secure, central location.

Note: This guide is based on the experience of a typical user. Actual features may vary based on your plan and your individual security profile. Getting to know



## my health assessment

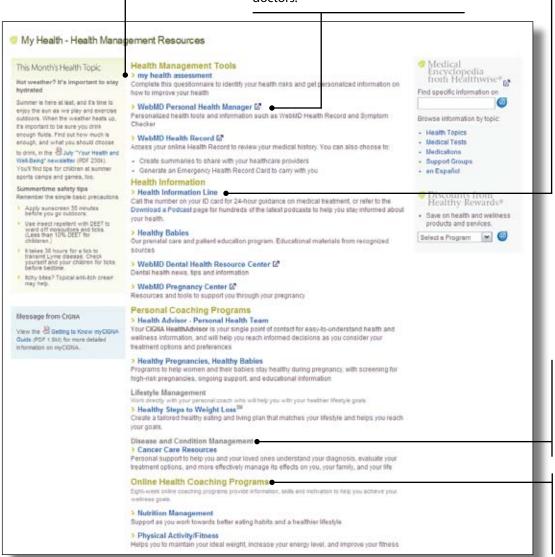
Complete this confidential questionnaire and learn how you can improve your health. You'll receive a health score and a simple-to-follow health plan to help you get healthy and stay healthy.

## WebMD® Personal Health Manager

Store and monitor your health information in one central and secure location. Choose to send your lab and claim data to your health record. Fax or print a summary to share with your doctors.

### **Health Information Line**

View a list of prerecorded information on various topics from aging and women's health to nutrition and surgery.



## Disease and Condition Management

Find personal support and information to help you understand and more effectively manage your condition.

# Online Health Coaching Programs

Participate in 6-8 week online programs, and learn ways to improve your quality of life.



## www.myClGNA.com

\*Healthy Rewards\* is a discount program. Some Healthy Rewards programs are not available in all states. If your CIGNA plan includes coverage for any of these services, this program is in addition to, not instead of, your plan benefits. A discount program is NOT insurance, and you must pay the entire discounted charge.

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All other medical plans in these states are insured or administered by Connecticut General Life Insurance Company.

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